



# Upton Surgery

## Patient Newsletter

**WISHING ALL OF OUR PATIENTS A PEACEFUL AND HAPPY CHRISTMAS  
WITH BEST WISHES FOR 2017**

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#### 1. CHRISTMAS OPENING TIMES



FRIDAY 23 <sup>rd</sup> DECEMBER 2016	08:00 – 18:30
CHRISTMAS EVE (Saturday 24 <sup>th</sup> December 2016)	CLOSED
CHRISTMAS DAY (Sunday 25 <sup>th</sup> December 2016)	CLOSED
BOXING DAY (Monday 26 <sup>th</sup> December 2016)	CLOSED
TUESDAY 27 <sup>th</sup> DECEMBER 2016 BANK HOLIDAY	CLOSED
WEDNESDAY 28 <sup>th</sup> DECEMBER 2016	08:00 – 18:30
THURSDAY 29 <sup>th</sup> DECEMBER 2016	08:00 – 18:30
FRIDAY 30 <sup>th</sup> DECEMBER 2016	08:00 – 18:30
NEW YEARS EVE (Saturday 31 <sup>st</sup> December 2016)	CLOSED
NEW YEARS DAY (Sunday 1 <sup>st</sup> January 2017)	CLOSED
MONDAY 2 <sup>nd</sup> JANUARY 2017 BANK HOLIDAY	CLOSED
TUESDAY 3 <sup>rd</sup> JANUARY 2017	08:00 – 18:30

#### 2. CHRITSMAS QUIZ

Each year our Christmas Quiz raises £500—£700 for our selected charity

**The charity chosen this year is:**

**HELP FOR HEROES**



We are asking for donations of over £1 and the quizzes are available from the Reception Desk.

#### 3. CHRISTMAS PRESCRIPTION ORDERS

Christmas is coming, so please have a look in your medicine cupboard and order what you need in good time.



**WE WILL BE CLOSED** for 4 days from 18:30 on Friday 23 December 2016 and then open again at 08:00 on Wednesday 28 December 2016 and then closed for a further 3 days from 18:30 on Friday 30 December 2016 and then open again at 08:00 on Tuesday 3 January 2017.

There is no need to order more than you need or early unless you are running out or going away. If ordering early please let us know the reason so we can process your requests without delay.

The first day back can be extremely busy with prescription requests. It would be very much appreciated if you could only call if absolutely necessary on the first day of opening, and be understanding that we can only deal with one call at a time on this line.

#### 4. WHY DO WE ASK?



As part of our Triage system for on the day requests the GP's welcome a brief idea of what the problem is so the most appropriate clinician deals with it. Streaming patients to the most appropriate health care professional is essential to its success. This system allows us to create appointment access to GP's where continuity of care is also beneficial. Patients always have the option of saying it is personal but it does help the doctors save time in appointments knowing what people are coming in for. We also now employ a Clinical Pharmacist, two prescribing advanced nurse practitioners, three health care assistants and a nurse lead for older people as well as the traditional team of GP's and practice nurses.

## 5. DIABETIC PATIENTS



### For the attention of all diabetic patients

Please ensure you only use devices that have been recommended or prescribed by Upton Surgery Diabetes Doctor or Nurse.

**Do not stop or change** your prescribed insulin management regime without seeking the advice of your Diabetes Doctor or Nurse.

Please let your Diabetes Doctor or Nurse know if you are invited by a manufacturer to trial a new device, for example via social media.

## 6. STRENGTH AND BALANCE CLASSES

Strength and balance classes are held at Upton Surgery each Tuesday and Thursday. This is an exercise course for older people who have had a fall or who feel unsteady on their feet. The aim of the classes is to improve your strength and balance and also to help you feel more confident when you are out and about.

For more information about any of the classes Please contact : Sue McCormick on 01684 565462

All sessions are now £4 per class. They are all part seated/ part standing although there is always the option to remain seated. Everyone is welcome to come and give it a try and see if they like it!

Spaces available in the Fit for Life Classes:  
Tuesday 10am - 11am  
Thursday 11.30am - 12.30pm

## 7. CHILDREN IN NEED CAKE SALE



We held a cake sale in the surgery to raise money for Children in Need and would like to thank everyone who donated money and cakes for this event. The total raised was £213.23.

## 8. CHILD PARKING SPACES

We are happy for our priority parking slots which have been marked with yellow cross hatch, next to the cycle shelter to be used as child parking as well as for those who are less able.



## 9. KEEP WARM, KEEP WELL



**Cold homes have a significant impact on people's health. One of the best ways of keeping yourself well during winter is to stay warm.**

Keeping warm over the winter months can help prevent colds, flu or more serious health conditions such as heart attacks, strokes, pneumonia and depression.

**Keep your home warm** If you have reduced mobility, are 65 or over, or have a health condition such as heart or lung disease, you should heat your home to at least 18C. It's a good idea to keep your bedroom at this temperature all night if you can. During the day you may prefer your living room to be slightly warmer. Make sure you wear enough clothes to stay warm. If you're under 65 and healthy and active, you can safely have your house cooler than 18C, if you're comfortable. You can also use a hot water bottle or electric blanket (but not both at the same time) to keep warm while you're in bed.

**Eat well in winter** Food is a vital source of energy, which helps keep your body warm. Try to make sure that you have hot meals and drinks regularly throughout the day and keep active in the home if you can.

**Stay active** We all know that exercise is good for your overall health - and it can keep you warm in winter. If you can stay active, even moderate exercise can bring health benefits. If possible, try not to sit still for more than an hour or so. Remember to speak to your GP before starting any exercise plan.

**Wear warm clothes** Wrap up warm, inside and out. Wear lots of thin layers - clothes made from cotton, wool or fleecy fibres are particularly good and help to maintain body heat. Wear shoes with a good grip to prevent slips and falls when walking outside. If possible, stay inside during a cold period if you have heart or respiratory problems.

**Help your neighbours in winter** Check on older neighbours or relatives to make sure they're safe and well. Make sure they're warm enough, especially at night, and have stocks of food and medicines so they don't need to go out during very cold weather.